



Zoonosis Prevention in PetSmart Stores

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Zoonoses of Small Pets

Rodents – Dermatophytosis – Ringworm skin fungus

Salmonella – intestinal bacterial infection

Tapeworms and Pinworms – intestinal parasites

Lymphochoriomeningitis Virus – birth defects

Mites - ectoparasites

Birds – Psittacosis – bacterial respiratory disease

Salmonella – intestinal bacterial infection

Reptiles/Amphibians – Salmonella

Fish – Salmonella (rare)

Mycobacterium marinum – skin infection

PetSmart Philosophy Statements

- PetSmart is the industry leader (1100+ stores) and a major provider of Pets. We lead by example and continuously strive to develop and support the best practices across the entire industry.
- PetSmart sells selected species of fish, amphibians, reptiles, birds, and small mammals as an option to our customers who want to purchase companion pets.
- PetSmart only sells Pets that are not part of large homeless populations and that we believe make good and appropriate family members.
- PetSmart's Suppliers are expected to raise, house, transport, and care for the Pets in a responsible and humane manner.
- We consider scientific data, ethical principles, and the opinions of various industry-related groups in developing our Pet Care Policies & Procedures.

At PETsMART, the well-being of pets always comes first.



PetSmart's Vet Assured Program

- Strict Quality Assurance (Vet Assured)
 - Close examination of vendors
 - Annual Audits of vendors and manufacturers (domestic and overseas)
 - Product evaluations at in-house and outside labs
 - Treat pets like they're our own
 - Anonymous toll-free "Care Line"



Ensuring Healthy Pets

- The VET ASSURED Program was developed to provide the pets with the most appropriate housing, husbandry, transportation methods, and preventive health treatments.
- Pets are periodically laboratory tested by vendors and stores for zoonotic diseases and health issues.
- PetSmart employs 3 veterinarians to oversee pet care in our stores and at the vendors.

Vendor Husbandry Standards

- Regular veterinary inspections of supplier's facilities.
- All small mammal suppliers are USDA Licensed and Inspected by USDA veterinarians.
- Protocol for preventive medications designed by veterinarians used at vendor's facility.
- Every vendor is required to have a staff veterinarian.
- Pets delivered in supplier's own climate controlled vehicles where possible.

Annual Site Audit at Supplier's Location

- Evaluate the Supplier's facility condition, employees, pet care, housing, nutrition, veterinary treatments, delivery method.
- Supplier must meet designated standard to remain our supplier.
- Information provided to supplier for continued improvement to pet care processes.

Pet Health Feedback

- Stores fill out electronic reports on all health concerns; suppliers notified daily.
- Compiled Database allows us to monitor effectiveness of each pet supplier.
- Helps differentiate store issues from supplier issues – focus corrective actions.
- Immediate corrective action can be taken by the store and the supplier for reported problems.
- Evaluate health of different species of pets.

Store Programs

- Progressive store sales habitat designs.
- Associate training on proper pet care.
- 3-7 day quarantine program before birds and small animals are placed out for sale.
- Stores have an isolation room for treating sick or injured pets.
- Stores use local veterinarian for store pet care.

